



Arnold Schwarzenegger, Governor
Dale E. Bonner, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE

Equal Opportunity Employer
Job Opportunity

Staff Information Systems Analyst (Specialist) *LIMITED TERM(12 MONTHS) — FULL TIME*

The Department of Real Estate (DRE) has an opening in the Sacramento Information Systems Section (ISS) for a Staff Information Systems Analyst (Specialist). DRE is located at 2201 Broadway, Sacramento, CA 95818.

Duties of the position include:

- Provide first and second level technical support for the Department – Resolve computer user issues related to software and hardware problems, including network connections. Train and assist users in use of computer applications, backing up local data, MS Office products, and other computer related issues. Assist DRE's implementation of Citrix for DRE users, including training.
- Computer maintenance and setup – diagnostics, equipment cleaning and repair, software/hardware installation and removal, software upgrades and service pack installation, moving and unboxing computer equipment, re-imaging computers, setup computers for new users, and move and/or setup computers for reassigned users.
- Server maintenance support – apply patch updates, troubleshoot users access to server directories and applications, assist in Citrix implementations in so far as troubleshooting user access to backend data and applications residing on servers and network storage devices (SAN).
- Manage information technology procurement processes and documentation. This includes obtaining necessary vendor quotations as directed by senior staff, completion of purchase request documentation, and validating receipt of products for fiscal payment. Track internal service requests and Public Record Act requests applicable to electronic information. Track assignments, fees, and implementation and/or compliance.

Necessary Requirements:

- Hands on, working knowledge of Micro Office Suite products.
- Hands on, working knowledge of personal computer set up, maintenance, and trouble shooting techniques.
- Experience providing computer support to end users.
- Help desk experience and tracking trouble tickets.

Desirable Qualifications:

- Ability to manage time and activities to complete concurrent assignments timely.
- Ability to work well independently or as a team member.
- Ability to quickly learn, develop, and evaluate new technologies.
- Flexibility and willingness to adapt to changes in priority and/or workload demands.
- Effective communication skills with end users, technical staff, and the vendor community.
- Excellent skills in problem analysis and resolutions.
- Knowledge of network storage devices (SAN) and/or Citrix is desirable, but not required.
- Willingness to travel.
- Excellent attendance.

Salary: \$4898 - \$5955

Who may apply:

Current State employees at the Staff Information Systems Analyst (Specialist) level, individuals who are transferable to the class or those with list eligibility. **Priority consideration will be given to SROA/Surplus employees. Please attach SROA/Surplus information to your application.**

Submit Applications to:

Department of Real Estate
P.O. Box 187000 Attn: LL
Sacramento, CA 95818-7000
(916) 227-0797 or CALNET 498-0797

For information on the position contact:

Denise Martinez, Data Processing Manager III
Information Systems Section
(916) 227-5088

Final Filing Date: July 18, 2007

Applications may be obtained from the SPB website at <http://www.spb.ca.gov>

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be invited to interview.

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 pm on the above date.

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)